

**Complaint Tracking for CA (12/01/2004-12/31/2004). Total Customer Contacts: 9**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/01/04	TTY caller connecting to Spanish operator when dialing Sprint CRS TTY #. Apologized for problem and let customer know a trouble ticket will be entered, provided other CRS TTY#. TT# 2228003	12/16/04	This was a known Macro issue that has since been resolved. I contacted customer and they said they would contact me if they have future problems.
12/11/04	A CA VCO customer called to say that he was very unhappy with the relay agents. He has to repeat his call to number several times and they still dial the wrong nbr. With this agent he gave the number 4 times and she dialed it wrong all four times. RCS: Apologized for the handling of the call. No contract requested	12/11/04	Internal Update Performed. Spoke with agent regarding the call. The agent said she followed the instructions in the customer's notes. The customer got upset and refused to follow his notes. The agent did not dial the number 4 times, she only dialed the number 1 time. The agent apologized numerous times while trying to get the correct number from the customer. Customer became verbally abusive to the agent and disconnected.
12/14/04	VCO customer complained that when she asked agent to do an answering machine retrieval agent disconnected her. Apologized and told customer would contact agents supervisor.	12/16/04	Agent coached in following proper procedure.
12/15/04	Customer contends that the CA was inattentive on his call. He she was slow to respond, and she did not follow his instructions. The agent forgot to access the extension he requested, and in other ways she was not focused. Apologized. Follow up requested.	12/15/04	Spoke with agent about importance of being attentive to customers concerns. Agent does not remember particular call. Apologized to customer and coached agent on following correct procedures.
12/16/04	A California voice customer, Laurel Schwartz 714 832 1495, called saying that when she dials 711 she gets a fast busy and that she can not get thru to the relay service. We had Arthur of SBC and Brett Collins CA supervisor all on the line. RCS: Apologized and gave her the Sprint 888 877 5379 nbr so that she could make her call. Requested to be called to let her know what is going on that she can not get the relay by dialing 711. TT I002258782 entered	12/16/04	Sprint does not currently handle any 711 traffic for California. We also can not help with the MCI number. She again needs to contact her local LEC or MCI.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/20/04	VCO customer had CA 7869F processed her calls to which a recording was reached and eventually another recording came on. During that second recording VCO was then placed on a hold. After for some time she was then eventually disconnected. The CA never has gotten back to the VCO for further instruction. Apologized to the customer for the inconvenience it may have caused and assured the customer that this will be forwarded to appropriate supervisor for a follow up.	12/20/04	Agent doesn't remember this happening. The agent was reminded of proper VCO call processing procedures as well as call procedures when on hold.
12/28/04	Customer Complaint: New agent must really need training. The agent did not identify herself at the beginning of the call. No greeting was sent on incoming call, so had to ask agent for her ID number. When customer asked agent a question about why information was not given, the line disconnected. Customer Service response: Thanked the customer for letting us know and told them the report would be sent to the call center supervisor. Apologized for the inconvenience. No follow up call	12/28/04	Spoke with agent, she does remember the call. The greeting did not transmit. She stated that she did send the calling to macro and then gave her ID number. She apologized and stated she would pay closer attention on all calls.
12/28/04	California customer called in 10:30pm 12/28/04 reporting a problem with calls being connected through Sprint Relay Service. This has been happening for a long time. Every time customer places a call using Sprint Relay the operator informs her the lines are busy. When she uses other relay service her calls go through. RCS apologized for the problems of trying to make a call and opened Trouble Ticket 1002276467 to resolve the issue. No follow up was requested.	12/28/04	Trouble ticket was filled out. LEC issue. Resolved. Called customer and no longer having this issue.
12/30/04	Customer not receiving any macro or typing when relay answers VCO call in. Customer's hearing husband tried to help VCO wife and stated he can hear typing but nothing coming across VCO screen. RCS rep tried call back with agent and agent stated this had been problem all day with VCO calls that agent could not get computer to close voice line to allow macro or typing to be sent to customer. Call back requested TT 1002279921	01/04/05	CA didn't remember it specifically. I coached her on being sure to give the customer the opportunity to respond and to using the appropriate macros.